

CAHPS Research Directions

- Impact of Shortening CG-CAHPS Survey
- Simplifying CG-CAHPS Item Wording
- Effect of Incentives on Response Rates
- Alternative Modes of Data Collection
- Differences in Extreme Response Tendencies

Impact of Shortening CG-CAHPS Survey

- Analyses of 136,725 surveys across 4 databases and different care delivery settings
 - Medical homes
 - Accountable care organizations
 - Ambulatory clinics
- Compared reliabilities of full-length and shorter versions of office staff (1 item) and access and communication (2 items) composites.

Stucky BD, Hays RD, Edelen MO, et al. Possibilities for shortening the CAHPS Clinician and Group Survey. *Medical Care*. In press.

Simplifying CG-CAHPS Item Wording (Q6 Screening Item)

In the last 6 months, did you contact this provider's office to get an appointment for an illness, injury or condition that **needed care right away**?

Reading and understanding this CAHPS question requires **12th grade reading skills**. This is high school reading level.

In the last 6 months

Did you contact this doctor's office to get care **you needed right away**?

Reading and understanding this version requires **6th grade reading skills**. This is elementary school reading level.

Effect of Incentives on Response Rates

- Participants randomly selected to receive a \$5 incentive were more likely than those without an incentive to respond to a CAHPS survey (57% vs. 50%)
- 7 out of 10 chose \$5 cash over \$5 e-certificate
 - Unit cost was \$8.32 for cash and \$7.49 for e-certificate.

Brown JA, Serrato CA, Hugh M, et al. Effect of a post-paid incentive on response rates to a web-based survey. *Survey Practice* 2015 submitted for publication.

Alternative Mode of Data Collection (Tablet/Smartphone)

ODK Collect > Adult Visit CAHPS PreVisit

About You

In general, how would you rate your overall health?

Excellent

Very good

Good

Fair

Poor

<https://opendatakit.org/use/collect>



Pilot Study of Tablet Collection of CG-CAHPS Visit Survey

- N = 62 English and Spanish patients
- ~ 70% of eligible patients completed survey
 - 27 out of 89 refused
 - 5 too sick, 5 busy with children, 2 grieving, 2 didn't know how to use tablet, and 13 were too tired or not interested.
- Generally positive reactions to completing survey by tablet.

Test of Web Mode of Collection of CG-CAHPS Visit Survey

- 1392 patients from 6 clinics in Minnesota
- Web mode was less expensive and surveys were returned more quickly than mail surveys, but response rates lower for web than mail
- Web and mail yielded comparable responses for doctor communication and office staff composites.
 - Less positive reports about access to care by web

Bergeson SC, Gray J, Ehrmantraut LA, et al. Comparing web-based with mail survey administration of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Clinician and Group Survey. *Prim Health Care* 2013 Apr 15;3:1000132.

Asians Exhibit Less Extreme Response Tendencies Than Whites

- 575 Asians and 505 whites (KnowledgePanel)
- 5 written vignettes of doctor-patient encounters differing in responsiveness to patient's concerns
- Asians gave more positive responses than whites for vignettes with less responsive doctors but less positive responses to vignettes with more responsive doctors.

Mayer LA, Elliott MN, Hass A, et al. Less use of extreme response responses by Asians to standardized care scenarios may explain some differences in CAHPS scores. *Medical Care* in press.

To Ask a Question

The screenshot shows a webcast interface for CAHPS. The main content area displays the CAHPS logo and the title "Introducing the New CAHPS Clinician & Group Survey 3.0". Below the title, it states "A Webcast Presented by the AHRQ CAHPS User Network" and "September 17, 2015 1:00 - 2:30 pm EDT". On the right side, there is a "Speaker Bios" section with three entries: Julie Brown, Lee Hargraves, PhD, and Ron Hays, PhD. Below the bios is a "Q&A" section with a "Refresh Now" link and a text input field. A red circle highlights the "Submit" button in the Q&A section. A red arrow points from the "Submit" button to the text input field. Another red arrow points from the "Q & A" icon in the bottom navigation bar to the Q&A section.

To submit a question, type question here and hit submit.

Click on the "Q & A" icon to get the Q & A to appear.